

Medicare Part B Problem Solving Guide

Who to Contact (And When)	How to Get in Touch
Voice Response Unit (VRU) When you call our Provider Contact Center, our Voice Response Unit will greet you. You can access the information you need during extended business hours using the VRU.	1-866-238-9654 Toll-Free
Provider Contact Center Our Provider Contact Center Representatives are ready to answer your questions about billing problems and other issues. Our service center hours are 8:30 am – 4:30 pm Monday through Friday. CSRs: Alesia Ellison Jennifer Rayburn Mark Goldstein Alida Richardson Tamara Haywood Shondra Smith Sheray Jones Karen Thompson Teresa Lancaster Darlene Wheeler Jewell Mack Denzorra Whitaker Rosemary Pasley Talika Putman Melissa Ferguson: Provider Relations Research Specialist (PRRS) Annette Scott: Project Administrator	Medicare Part B Provider Contact Center, AG-675 Palmetto GBA P.O. Box 100190 Columbia, SC 29202-3190 1-888-828-2092 Toll-Free
Ombudsmen Ombudsmen handle broad educational needs through the development of training materials for workshops and WBT (Web-based Training) modules. They are also available to speak at association meetings throughout South Carolina.	Medicare Part B Provider Outreach and Education, AG-665 Palmetto GBA P.O. Box 100190 Columbia, SC 29202-3190 1-888-828-2092 Toll-Free To schedule a speaker, dial 1-866-238-9654 and select Option 8 from the main menu or use the “ Provider Outreach and Education Request Form ” on Page 49 of this <i>Advisory</i> .
Jennifer Jolley, Manager, Provider Outreach and Education Department If you are not satisfied with the solution to your problem, you may contact Jennifer Jolley, the manager of the Provider Outreach and Education Department, at 1-614-473-6476 for assistance.	Medicare Part B Provider Outreach and Education, AG-665 Palmetto GBA P.O. Box 100190 Columbia, SC 29202-3190
Sharon Cook-McEwen, Assistant Vice President Medicare Part B Operations Directs all of SC Medicare Part B Operations. Please, remember that there are some issues we cannot change, such as CMS-issued guidelines.	Medicare Part B Operations, AG-A09 Palmetto GBA P.O. Box 100190 Columbia, SC 29202-3190 1-803-788-0222, Extension 31250